DEPARTMENT POLICY

All Programs

Assignment, Reassignment and Transfer are automated processes in Bridges.

Assignment is the designation of responsibility for processing an application to a specific workload.

Reassignment is a change in responsibility for the ongoing maintenance of active program groups from one caseload to another caseload.

Transfer is a change in the county or district responsible for processing an application or providing ongoing maintenance.

Bridges automatically assigns and reassigns all related assistance payments cases to the same workload or to a workload in the same unit.

ASSIGNMENT

Automated assignment occurs at the end of the registration process and is based on the local office intake rotation.

Local Office Intake Rotation

Bridges identifies specialist availability and authorization to process the following special group characteristics:

- Groups that have a disabled member.
- Family groups.
- Migrant groups.
- Non-English speaking groups.
- Groups assigned to special policy.
- Groups in Special Living Arrangements (SLA)s.

Local offices can authorize an Eligibility Specialist (ES) or Family Independent Specialist (FIS) as Special Accommodation Assignments Only (SAAO) in one or more of the above group characteristics. Staff authorized as SAAO will be assigned only related cases which contain a group characteristic the person specializes in. Staff authorized for the group characteristic but **not** marked SAAO will be assigned other types of related groups in addition to those with a special characteristic.

Local offices can also limit the number of assignments to a workload by indicating a partial workload, in increments of 10 percent.

Local Office Assignment Coordinator

Each local office must designate an assignment coordinator to maintain its intake rotation in Bridges.

The assignment coordinator can change an automated assignment upon request from local office management when unforeseen circumstances result in an inappropriate assignment (for example, the client is related to the specialist, the specialist has to leave work suddenly).

REASSIGNMENT

Local office management controls the criteria Bridges uses for automated reassignment by establishing individual profiles on the Manage Office Resources (MOR) Profile screen. This screen identifies ongoing specialist authorizations to maintain specific programs and the following special group characteristics:

- Migrant groups.
- Family groups.
- Non-English-speaking groups.
- Groups in SLAs.
- Error prone groups.
- Groups requiring disability reviews.
- Groups assigned to special policy for demonstration projects.

Local offices can authorize an ongoing specialist as an SAAO in one or more of the above group characteristics.

Staff authorized as an SAAO will be reassigned only related cases which contain a group characteristic the person specializes in. Staff authorized for the group characteristic(s) but **not** marked SAAO will be reassigned other types of related groups in addition to those with a special characteristic.

Local offices can also limit the number of reassignments to a work-load by indicating a partial workload, in increments of 10 percent.

The MOR Profile screen also records authorizations by type of program such as the Family Independence Program (FIP), State Emergency Relief (SER), for processing related group intake.

Local Office Reassignment Coordinator

Each local office must designate a local office reassignment coordi-nator. This may be the case transfer clerk, assignment coordinator or another designated individual. The local office reassignment coordinator:

- Receives the physical case record from the sending workload.
- Completes reassignment transactions for specified cases or workload redistribution.
- Forwards and logs out the physical case record to the receiving workload.

Specialist Reassignment Procedures

When a case is identified for reassignment, the specialist will receive a Bridges reassignment alert/request from his/her supervisor, manager or local office reassignment coordinator.

The specialist needs to complete the following steps:

- Assemble the current physical case record and file all loose documents in the proper packets. Reconstruct the physical record if it cannot be located; see **Lost Physical Case Records** in this item.
- Forward the physical case record to the local office reassignment coordinator.

TRANSFER

A case record is generally transferred to another local office when:

- A group moves within the state to an area served by a different county or district office, **or**

- The case must be serviced in a different county or district office for administrative reasons.

Note: A person who lives in a county participating in the transparent county line project may apply and have his/her application processed by any county that is also participating in the transparent county line project.

See **Transfer Guidelines** in this item.

Transfers are made through the Manage Office Resources Case Transfer screen. The specialist needs to:

- Prepare the electronic and physical case record for transfer, **and**

- Transfer the case within 10 workdays after the later of:

  - The date the transfer is requested, or
  - The actual date the group moves.

Note: The case and EDG numbers do not change when a case is transferred.

Exception: Do **not** transfer out the **physical** case records of migrant groups who receive Food Assistance Program (FAP) benefits only; see BEM 610 Migrants/Seasonal Farmworkers policy. Prepare and transfer the Bridges electronic record only. The transfer-in office must establish a separate, physical case record for the same certified FAP group.

FIP and Medicaid (MA)

When a client moves, it may cause health maintenance organization (HMO) disenrollment. The Department of Community Health's (DCH) enrollment broker, Michigan Enrolls, will contact the client if disenrollment occurs.

Clients who have questions about their HMO care may contact DCH at its toll-free number: 1- (800) 642-3195.

.Prohibited Transfers

MA Only

The local office services unit with primary responsibility for services must maintain the MA case record when the client is a child in foster care or in an institution funded by DHS. This policy also applies to out-of-state placements.

Bridges will prohibit the transfer of a case with pending tasks and reminders. However if necessary, a supervisor can authorize the transferring of a case with pending tasks and reminders.

SDA, MA

Do not transfer the cases of students residing in dormitory housing at the Michigan Career and Technical Institute (MCTI) to the Barry County DHS office. These cases remain in the county of origin. This is a Michigan Rehabilitation Services (MRS) program that is open to statewide participation. The students stay in the dormitories at MCTI during the school year, but return home on weekends and holidays. DHS and MRS services are provided by the student's home county.

Transfer Guidelines

MA Only

MA case records are **not** transferred in the following situations:

- The local offices involved agree that case transfer is **not** in the best interest of a client and/or program administration.

  A single local office should maintain the case records of:

  - All clients in the same fiscal or Low-Income Family (LIF) MA qualified group, **and**
  - A long term hospital (L/H) patient and his dependent(s) when the dependent(s) is an MA recipient who receives money diverted from the L/H patient.

- The client enters a hospital in another service area and the stay is expected to last **less** than 30 days.

Note: Admission to a hospital's long-term care unit can reasonably be expected to last more than 30 days.

Transfer Procedures

All Programs

To prepare a case for transfer, do the following:

1. For electronic data management (EDM) hybrid cases, provide what exists of the paper case file to administrative support with the DHS-709, EDM Transfer-out Notice of Hybrid Case File, attached to the top of the file.

2. When a case file containing only electronic documents (ED) is identified to be transferred, the following steps must be completed by the specialist:

   - View Pending Casework screen.

     - Complete pending work such as all EDs, change reports and task/reminders prior to transfer.

     - If all EDs are not able to be completed for example, Disability Determination Service (DDS) determination pending, health plan change may affect treatment; the manager can elect to transfer the case, similar to transferring cases with outstanding tasks/reminders.

3. Once the case is ready to be transferred, the specialist transfers the case in Bridges by:

   - Locating the case or application on the Case Transfer screen. Then locate the case or application to be transferred using the Case/Application search box.

   - Select the Region and Office the case is being transferred to, or use the magnifying glass to search for the correct office.

   - Click Update.

Specialist Transfer-In Procedures

All Programs

Do the following upon receiving an alert that a case has been transferred to your workload from another local office:

Review the electronic record to determine whether all appropriate actions have been completed. Complete any necessary actions that were not completed.

If an interview is required schedule the interview no later than five workdays from the alert date; see interviews in BAM 115.

Interview the client if required. Complete a **review** of the eligibility factors that might have changed because of the move **or** conduct a full redetermination. However, if the redetermination is due or overdue, it must be completed.

Pending Applications and Initial Asset Assessments

All Programs

Do **not** deny a pending application or MA initial asset assessment **solely** because the group moved to another county or district. Transfer the application and documentary evidence to the new local office so that the original standard of promptness can be used.

If a group requesting assistance already has an application or MA initial asset assessment pending in another local office, request the case record.

Inactive Physical Case Records

All Programs

The new office will request transfer of an inactive physical case record during the registration process if the last county or district of record is not the same as the registering county or district.

The former county or district of record must transfer the inactive physical case record within 10 working days of receipt of the transfer request alert.

Lost Physical Case Records

All Programs

Documentation and information needed to support an eligibility determination may be recorded on the electronic case record. However, signed documents, vital statistics, medical and legal packets, and supportive verification and documentation are stored in the physical case record.

Transfer-Out Offices

When a transfer request is received and the physical case record cannot be located, do **all** of the following:

- Check to see if the case file consists entirely of ED's.
- Notify the new local office that the physical record is lost.
- Reconstruct the record using available documents and other information.
- Follow the **Transfer Procedures** in this item.
- If the lost physical case record includes a pending application, transfer the pending groups to the new local office. This ensures adherence to the established standard of promptness.
- If the physical case record is later found, forward it to the new local office indicated in Bridges. This includes **inactive** cases.

Transfer-In Offices

When the transfer-out office **cannot** locate the physical case record, do the following:

- Have the client sign a new application.
- Obtain sufficient verifications and documentation to support the eligibility determination.

Do **not** close or deny benefits **solely** because the client is unable to re-verify information that has been coded as previously verified in Bridges.

LEGAL BASE

FIP

Public Act 280 of 1939 as amended

SDA

Annual Appropriations Act
Michigan Administrative Code; R 400.3151-400.3180

Child Development and Care

Child Care and Development Block Grant of 1990
45 CFR Parts 98 and 99
Social Security Act, as amended R 400.5001 - 400.5020, MAC

MA

MCL 400.32

FAP

7 CFR 272.3